

BERNIA

How we performed... (Q4, 2023-24)

Empty homes turnaround



972

properties allocated



99.6%

average number of days to re-let



92.5%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.8%

gas compliance



Electrical

99.9%

EICR compliance



Water Hygiene

100%

Legionella compliance

Compliance (Keeping you safe)



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



99.5%

of emergency repairs attended to within 24 hours



85%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



28.5 days

average time to resolve ASB



96.3%

of closed cases resolved

Complaints



266

complaint in quarter



131

ongoing live complaints

Customer Contact



29,863

calls received



82.7%

of calls answered within 40 seconds